

Decision _____

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Natalie Brandenburg,

Complainant,

vs.

Pacific Bell Telephone Company (SBC
California), doing business as AT&T California,

Defendant.

(ECP)
Case 06-07-004
(Filed July 11, 2006)**OPINION DISMISSING COMPLAINT**

Complainant subscribed to an Internet Service Provider (ISP) and incurred toll charges when accessing her ISP. Complainant claims AT&T California changed the nature of that call from local to long distance for a brief period in August 2004, and then changed the nature of the call back to local. Complainant seeks to have defendant pay damages of \$1,000, though the charges at issue amount to \$110.04. On July 28, 2006 a refund check was issued by defendant to complainant for the amount of the billing dispute plus tax (\$118.73).

As we are limited to award reparations and not damages for improper charges of a utility and because defendant has refunded all charges at issue, we will dismiss the complaint.

O R D E R

IT IS ORDERED that:

1. Case 06-07-004 is dismissed.
2. Case 06-07-004 is closed.

This order is effective today.

Dated _____, at San Francisco, California.